



Unitil

Capital Distribution Operations Center

Emergency Response Plan

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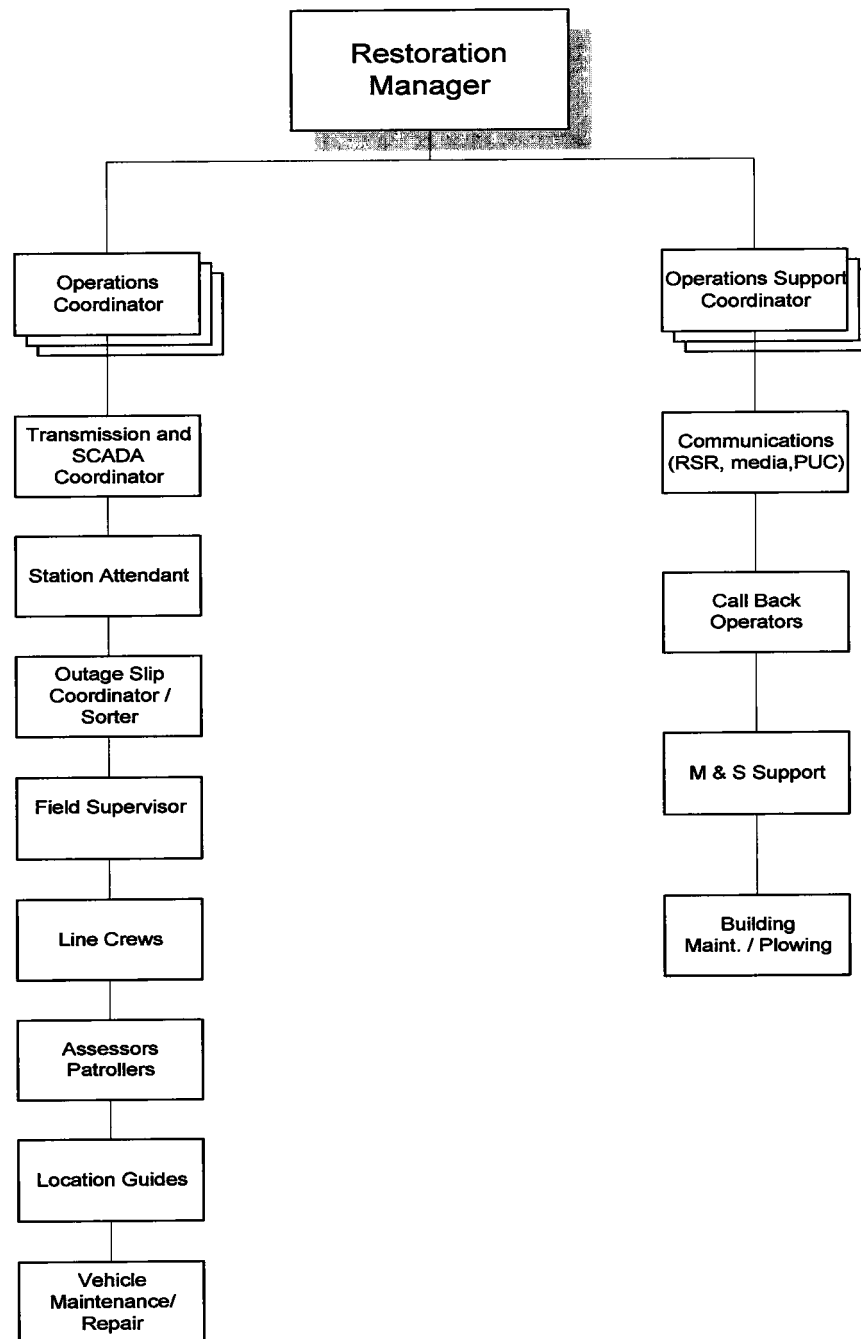
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1.0 Emergency Response Plan Objective:

To ensure timely, efficient, and cost effective restoration of electrical power to our customers.

To provide accurate and timely service restoration reports to Customer Service Center, System Management, Communication Services, Regulators, Large Customers, and Town/City officials.

2.0 Organizational Chart



3.0 Staffing and Position Responsibilities

<p style="text-align: center;">Restoration Manager: Oversees the entire restoration effort</p>	
<p><u>Operations Coordinator:</u> Coordinates the operations effort to restore power, and oversees the directing of the line crews. Estimates duration of emergency efforts, and prioritizes outage restoration activities. Update crew location board. (Any mutual aid coordination logistics).</p>	<p><u>Operations Support Coordinator:</u> Directs all Operations support efforts during the restoration process. Any logistical accommodations (lodging, meals, etc.).</p>
<p><u>Transmission /SCADA Coordinator:</u> Maintains the transmission system integrity and oversees all SCADA functions. Identifies and interprets all SCADA alarms relating to transmission and distribution events. Interacts with Operations Coordinator and provides information for restoration planning. Update or assist in updating the trouble boards.</p>	<p><u>Communications:</u> To provide accurate and timely service restoration reports to Customer Service Center, System Management, Communication Services, Regulators, Large Customers, and Town/City officials per established policies. Obtains customer outage counts for various reports.</p>
<p><u>Station Attendant:</u> Performs radio communications and SCADA functions under the guidance of the above 2 coordinators. Maintains accurate radio logs of all significant and pertinent restoration events. Produce work orders when necessary.</p>	<p><u>Call Back Operators:</u> Takes trouble slips that are complete, and calls back customers verifying that the problem has been taken care of. This is pending resolution of this issue with the Call Center.</p>
<p><u>Outage Slip Coordinator/Sorter:</u> Takes outage slips from printer and sorts by town and circuit and trouble. Places sorted outage slips in sequence. Updates the trouble board with all pertinent information.</p>	<p><u>M&S Support:</u> Monitors all stock room functions. Assists in locating and taking stock into the field to the line crews. Returns damaged stock to the distribution Operations Center for proper disposal.</p>
<p><u>Field Supervisor:</u> Supervises major trouble projects. Supervises outside contractors and Mutual Utility Aid.</p>	<p><u>Facility Maintenance:</u> Maintains all facilities during the restoration effort, including keeping all roads and sidewalks clear at the Center and substations.</p>
<p><u>Line Crews:</u> Performs all field work to restore power.</p>	
<p><u>Assessors/Patrollers:</u> Patrols transmission and distribution lines, assessing damage and reporting via the proper form. Assists line crews and outside contractors.</p>	
<p><u>Location Guides:</u> assists outside contractors in street locations.</p>	

Staff 1-1 Attachment 1

Vehicle Maintenance/Repairs: Keeps all the vehicles in running order. Coordinates any outside contractors for maintenance.

	Restoration Manager	Operations Coordinator	Outage Slip Coordinator Sorter	Transmission/SCADA Coordinator	Station Attendant	Field Supervisor	Line Crew	Location Guide	Assessors/Patrollers	Vehicle Maintenance/Repairs	Operations Support Coordinator	Communications	Call Back Operator	M&S Support	Building Maintenance/Plowing
Abbott, Russell								X						X	
Balch, Stanley		X				X			X						
Boisvert, Edward			C						X					X	
Burke, Michael							X								
Cavanaugh, Jane			S										X		
Chapman, Nigal							X								
Clark, Thomas							X			X				X	X
Fallon, Patricia			S								X	X	X		
Kobs, Josh							X								
Landry, Joseph							X								
Lepage, Raymond							X								
Lightfoot, Greg					X									X	
McNeff, Robert			C						X					X	
Miller, Peter			S		X			X							
Mitchell, Aldora			S		X										
Moreau, Derek							X								
Shannon, Jon			S										X		
Smith, George							X								
Smith, Susan			S										X		
Stone, Donald							X								
Streeter, Chad							X								
Yurek, Mike							X								
USC Engineering Contractors				X					X						

4.0 WEATHER

4.1 WEATHER ADVISORY AND MONITORING

The Company carefully monitors the weather forecasts for the region. Predicted severe weather system forecasts are tracked to determine their impact to our region and Company personnel are advised on these conditions on an ongoing basis. Should a storm strike our service territory, the storm will continue to be monitored to determine its likely duration and Company personnel will continue to be advised of these forecasts. Fitchburg Gas and Electric is responsible for weather advisories for the distribution companies.

4.2 WEATHER FORECASTING SYSTEM

This section provides a proactive means for informing certain parties of the possibility of a significant, weather related event with the potential for significant energy delivery system interruption.

Definitions:

NWS – National Weather Service

Watch – An NWS product indicating that a particular hazard is possible; ie., that the conditions are more favorable than usual for its occurrence. A watch is recommendation for planning, preparation, and increased awareness: ie., to be alert for changing weather, listen for further information, and think about what to do if the danger materializes.

Warning – A product issued by NWS local offices indicating that a particular weather hazard is either imminent or has been reported. A warning indicates the need to take action to protect life and property. The type of hazard is reflected in the type of warning; e.g., tornado warning, blizzard warning.

Actions – NWS Storm Watch:

FG&E Dispatch is responsible for providing early notification to Company employees via the e-mail system.

Actions – NWS Storm Warning:

FG&E Dispatch is responsible for e-mailing internal contacts to provide “upgraded” notification to internal contacts.

5.0 PRE-STORM PLANNING

Based on the severity of the storm predictions, and the Company’s experience in understanding the potential damage that might be associated with these forecasts, the Company will formally conduct a Pre-Storm Planning meeting with key personnel. This planning meeting will normally occur the day prior to the anticipated storm arrival in the area. The main elements of this Pre-Storm Planning meeting are:

To develop an early assessment of the pending storm forecast and direction

To notify key employees of the pending storm

To review staff and crew availability, and to provide internal notice

To review internal logistics in support of a storm response

Staff 1-1 Attachment 1

To ensure that communication responsibilities are identified

Refer to Pre-Storm Planning checklist under forms

6.0 PLAN ACTIVATION

The implementation of the Emergency Response Plan is a formal response to the increasing severity of some storms or natural calamities, to the increasing number of customers that might be affected by the event and to the need for a clear decision to proceed to the structured elements defined in the Plan. There are also other events that could cause activation of the plan for communication and information to the appropriate entities. Criteria for plan activation could be any of the following events:

1. Three (3) or more crews called out for increasing number of troubles.
2. Three hundred (300) or more customers out of power.
3. A major customer out of power (see major customer list Reference section).
4. Serious accident involving public injury/accident with CEC's property or employee.
5. Company employee serious accident or property damage.
6. News worthy weather event effecting other regional utilities in the State that has the potential to effect our service territory.

This plan, can be activated by the Director of Operations, Manager of Electric Systems, Manager of Technical Systems or the On Call Supervisor. Key employees of the response team are notified at the time of the implementation of this plan.

CAPITAL DOC PERSONNEL:

1. Ray Letourneau - Director of Operations
2. Leigh Willett– Operations Services Manager
3. Stan Balch – Supervisor, Electric Systems
4. Dan Olivier – Supervisor, Technical Systems
5. Chuck Lloyd – Manager of Electric Systems

7.0 RESTORATION PROCESS

7.1 EARLY ASSESSMENT

Early assessment of the extent of damage is an important part of the Plan. Upon it depends the number of crews required to complete restoration, and a realistic estimate of the restoration duration. The internal trouble order system and storm assessment worksheet will be used to determine the scope and extent of the damage as expeditiously as possible.

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After the damage has been assessed, the Restoration Manager, Operations Support Coordinator and the Operations Coordinator will determine the restoration procedure and estimate the time of recovery.

7.2 DAMAGE ASSESSMENT PROCESS

Damage assessment will be provided in the field by employees assigned as Assessors/Patrollers. The employees will patrol transmission lines, substations, and distribution lines. They will record their findings on the Storm Assessment Worksheet. The Worksheet is found in the Forms section of this Plan.

Reporting will generally be done by:

1. Town and Street
2. Substation
3. Transmission Line

A listing of towns and streets can be found on the S drive under
S\CECODATA\Common\Department Shared\Technical Systems\Emergency\streets

7.3 RESTORATION PLAN AND PRIORITIES

The restoration plan is designed to provide the safest and most expeditious return of electric service in the aftermath of a storm or other natural calamity. The main elements of this plan are:

1. To restore electrical service to critical facilities and to the largest number of Customers in the shortest period of time, consistent with public safety.
2. To keep community officials, the news media, the public and customers informed of the status of the restoration process in a timely manner.
3. To receive and respond quickly and effectively to customer inquiries and requests.

The general order of restoration is:

I. Transmission Lines

- A. Any line that is out that affects any Capital DOC substations.
- B. Any line that is down and hot and is a danger to the public.
- C. Any line that is low or has a branch on it which might present an immediate problem.
- D. Any line that has generation on it which could help supply load to our Customers in the event of a power shortage.

II. Substations

- A. Substation transformers
- B. Complete circuit feeders where the interrupting device is open at the Substation.

III. Circuits

- A. Main lines of a circuit feeder

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- B. Any line that is down and hot and is a danger to the public
- C. Any part of a circuit that has a main sectionalizing device on it
- D. Any line that is low or has a branch on it which might present an immediate problem
- E. Any line that has generation on it which could help supply load to our Customer in the event of a power shortage.

IV. Circuit Laterals

- A. Any lateral that is down and hot and is a danger to the public
- B. Any part of a lateral that has a main sectionalizing device on it
- C. Any line that is low or has a branch on it which might present an immediate Problem

V. Individual Customers:

- A. Services that are down and have no power

VI. Any cleanup of low wires or branches on the wires that have not been a priority

7.4 CUSTOMER OUTAGE TRACKING and REPORTS

The process of tracking customer outages is a multi step process. For smaller scale outages, the Station Attendant and other Operation personal, exclusive of the communication process, would handle the below process. Operation Support would take care of all necessary communications. The tracking model could be done by either the Station Attendant or Operation Support.

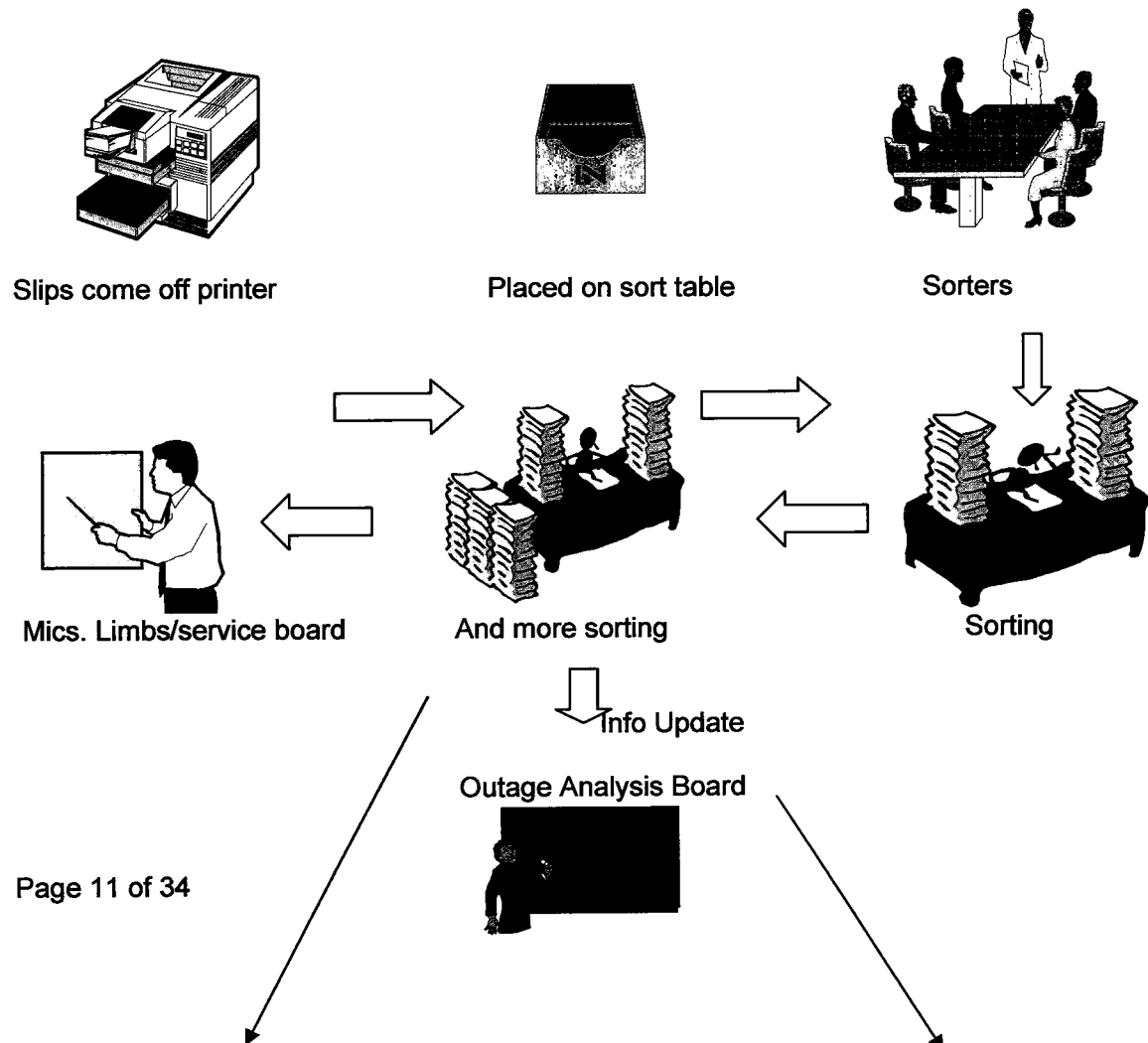
For larger scale outages, the whole process, detailed below, would be a joint effort of the Station Attendant, the Operations Coordinator, the Outage Slip Coordinator and the sorters. Operations Support would handle all of the communications process, including the computer-tracking model. A general overview is as follows:

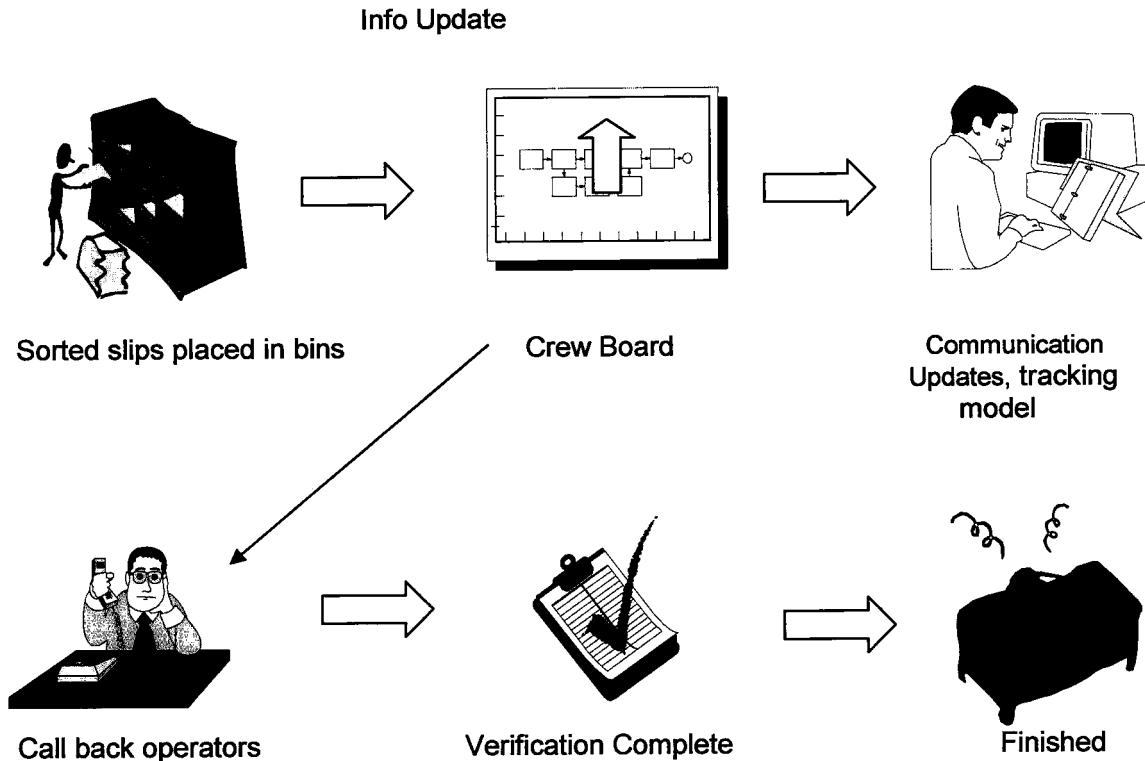
- A. The slips that come off the printer would be delivered to the sorting table, and left on the end at a designated marked spot.
- B. The ultimate goal of sorting is to sort by "trouble". This could be a multi step sort (town, circuit, then trouble), or by "trouble" in only one step. This will be under the direction of the Slip Coordinator. Sorted slips would be placed on the table at marked assigned spots.
- C. Miscellaneous slips that reflect individual problems (limb on line, low or downed service, etc.) will be kept separate, and this information will be noted on the small board marked "Services-Limbs-Misc."
- D. Once slips have been sorted enough to identify a trouble, the Slip Coordinator or the Operations Coordinator will make sure the proper information gets put on the Outage Analysis board. The slip are then placed in the vertical bins, and a location/town label placed on the side of the bin.
- E. The information put on the Outage Analysis board, with a black marker, would get keyed into an Excel model by Operations Support, and would then be used for the communications process. The excel model is called cust-out.xls, and is located on the S drive under

S\CECodata\Common\Department Shared\Technical Systems\Emergency\cust-out.

The model has an instruction tab on how to use it. This information is to be used to help facilitate any necessary communications to inside or outside groups on the status of the restoration process. See the Tab 14 – Forms in the Emergency Response Plan for examples of the input sheet; tally sheet and graphs that the model can produce. For both the smaller and larger scale outages, the outages would get keyed in by groups (i.e., one outage would get keyed in for one group of customers as opposed to individual customers).

- F. Once ready, the appropriate group of slips will be taken out of the vertical bin and placed on the table beneath the Crew assignment, board, and the Crew Assignment board will be filled out with the appropriate information.
- G. As the nature of the specific outages change, the Outage Analysis board is updated with a red marker indicating on Status.
- H. Once the outage is complete, the board is updated, and the specific slips for the restored outage are given to the call back operators.
- I. Once verification is made of the restoration, the slips are clipped together, and are set aside for future reference.





7.5 MUTUAL AID/CONTRACT CREW REGISTRATION

When Mutual Aid Crews are required, it is necessary to get all of the crews registered as they report for duty. The "Emergency Restoration Crew Check-off List" will be used for this purpose, and it can be found in the Tab 14 – Forms section of this document. The Operations Coordinator will assign this task during the restoration effort. The person assigned this task will complete the form with each new crew reporting for duty.

The Check-In Coordinator will need to be sure that all of the information on the form is filled in. All safety equipment and tools must meet or exceed our requirements. If Safety Gear or other equipment is not adequate, and gear needs to be issued, it should be noted at the bottom of the page.

The vehicle should be viewed and major safety components checked. If vehicles have defects, these may be repaired by our mechanic, and this is to be noted on the form.

After the form is completed, the Check-In Coordinator will review our basic safety rules and practices with the crews. Lastly, the crews and the Check-In Coordinator will all sign the bottom of the form.

8.0 POST STORM

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The following is a list of activities that should be addressed at the conclusion of an emergency condition.

Activity	Responsibility
Organize and preserve all information relating to the emergency	Operations Services
Prepare reports	All Managers
Create a file containing all information relating to the emergency and ensure all documents are placed within the file	Operations Services
Evaluate Performance	All Managers
Update Emergency Response Plan	All Managers
Assign line crews to patrol distribution circuits and schedule necessary clean up work	Supervisor, Electric Systems
Patrol transmission lines	Supervisor, Electric Systems
Instruct all meter personnel to look for and report any potential problems during their normal work day	Supervisor, Technical Systems
Make any temporary repairs permanent	Manager Electric Systems

9.0 Communications and Reporting

EMERGENCY COMMUNICATIONS UNITIL ENERGY SYSTEMS, INC. CAPITAL DOC

PURPOSE: To provide locally coordinated and accurate information to Customers, Public Agencies, Public Officials and System Management, on issues related to Energy Delivery System Emergencies and Outages in the Concord service territory. The Emergency Response Plan will be implemented when more than 10% of Concord's customers have lost power or a significant event as determined by local management has occurred.

RESPONSIBILITY:

CAPITAL DOC COMMUNICATIONS COORDINATOR

1. Maintain critical local communication with:

Public Utilities Commission

What information will be provided:

The NHPUC has no specific regulatory requirements for reporting system

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Emergencies. The NHPUC prefers that notification be based on the "News Worthiness" of outage. If in the Company's judgement the outage may result in telephone inquiries to the NHPUC, the PUC should be notified.

For those newsworthy events, the PUC will be sent the appropriate information via fax. The facsimile numbers for the PUC are **(603) 271-3878 & 225-7341**.

Unless otherwise instructed, we will update the PUC at 7:00 AM, 11:00 AM and 3:00 PM.

Public Officials as conditions warrant, determined by management:**Police Departments:**

		Merrimack County Sheriff Office
Boscawen	753-9123	
Canterbury	228-1010	
Chichester	798-4911	Dispatcher
Epsom	736-4445	225-5451
Hopkinton	746-4141	Fax: 225-5630
Loudon	228-1631	
Salisbury	648-2230	
Webster	228-1800	

		Bow Police
Bow	228-0511	Dispatcher
Dunbarton	224-1232	228-0511
Pembroke	485-9173	Fax: 228-2452

		Hooksett Police
Allenstown	485-9501	Dispatcher 485-9501 Fax: 485-9589

Concord	225-8600	Watch Commander [REDACTED]
Penacook		Fax: 228-2703

State Police 271-3636

Fire Departments:

		Capital Area Fire Compact
Allenstown	225-3355	Dispatcher
Boscawen	796-2223	224-2545
Bow	225-3355	
Canterbury	225-3355	

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Chichester	798-5954	
Concord	224-2545	
Dunbarton	774-3542	
Epsom	736-9291	
Hopkinton	746-3181	
Loudon	225-3355	
Pembroke	485-3621	
Salisbury	225-3355	
Webster	225-3355	

Town Halls and Daytime fax #:

	<u>Phone</u>	<u>Daytime Fax</u>
Allenstown	485-4276	
Boscawen	753-9188	753-9183
Bow	225-2683	228-2452
Canterbury	783-9955	
Chichester	798-5808	
Concord City Manager	225-8570	
Dunbarton	774-5400	
Epsom	736-9002	736-8421
Hopkinton	746-3170	746-4166
Loudon	798-4541	
Pembroke	485-4747	485-4028
Salisbury	648-2473	
Webster	648-2272	

What information will be provided:**Proactive:**

Description and magnitude of the problem

Cause

Description of damage

Include number of customers affected for Company and Town/City

What areas are affected, and identify significant specific problems, including:

Transmission problems

Distribution circuit problems

Restoration resources available

Provide ETR as available

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Reactive:

Be prepared to answer specific questions regarding individual problems.

Communications means will be available on an "on demand" basis
The two primary means of communication will be telephone and fax

Local Media Outlets

All Media contacts will be made through the designated CECo representative.

The company's media representative will establish contact schedules with each media source in order to minimize contact.

Information will be provided to:

Radio

Station	Contact	Telephone	Fax
WEVO			
WJYY			
WKXL			
WNNH			

Television:

WMUR TV-9 – News

Fax #

Newspapers

Paper	Contact	Telephone	Fax
Concord Monitor			
Union Leader			

What information will be provided:

Description and magnitude of the problem

Time of occurrence

Cause

Description of damage

Number of customers affected

What area are affected

Describe resources in use

Estimated time of restoration (ETR) for:

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Specific areas

Entire affected area, completely back to normal

Customer Communications

Information will be provided to the following customers:

Key Customers (Communication with Key Customers will be through Gary Miller the Account Executive assigned to Capital DOC.)

Major Employers and Critical Services:

Elecktrasola	796-2114
Universal Packaging Corp	224-2333
Delta Dental	223-1000
Jefferson Pilot	226-5000
Concord Hospital	225-2711
NH Technical Institute	271-6484
State of New Hampshire Administrative Services (all State offices in Concord)	271-3148
Pleasant View Home	224-6561
Havenwood Heritage Heights	224-5363
Concord Monitor	224-5301
Pitco	225-6684
Merrimack County Nursing Home	224-2284
Shaw's Supermarket	228-0770
Shop & Save	228-2060
US Federal Court	225-1627/225-1615
Healthsouth	226-9800
US Postal Service	225-5536
St. Paul's School	225-3341

School District:

SAU	Telephone	Fax	Towns
SAU # 8	225-0811	226-2187	Concord
SAU # 19	497-4818	497-8425	Dunbarton
SAU # 46	753-6561	753-6023	Boscawen, Loudon, Penacook, Salisbury, Webster, Canterbury
SAU # 53	485-5187	485-9529	Pembroke, Allenstown,

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			Chichester, Epsom
SAU # 66	746-5186	746-5714	Hopkinton
SAU # 67	224-4728	224-4111	Bow

General Public

The Call Center will provide information to the General Public

We will provide the Call Center with periodic updates and as significant events occur.

What information will be provided:

What is the estimated time of restoration (ETR)

What is the magnitude of the problem and how does that translate to their individual situation.

What is the magnitude of the problem and how does that translate to their individual situation.

General Public (All customers requiring outbound communication consisting of general information regarding the current emergency, that is intended to be shared with others)

What is the estimated time of restoration (ETR)

What is the magnitude of the problem and how does it relate to their situation.

System Management

The following System Management Personnel will be notified in event of emergencies and outages in the Concord Service Territory:

Tom Meissner
George Gantz
Kevin Sprague
Justine Eisfeller
Mark Lambert
Raymond Letourneau, Jr.
Stephanye Schuyler

Justin Eisfeller will be updated every 4-6 hours.

Generally notifications and updates will be provided via e-mail.

What information is required by System management during a local EIP event?

Assessment of Situation

Provide general written restoration progress update

System Functional Status – Major Components

Number of distribution circuits out of service

Number of transmission lines out of service

Substation equipment out of service

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Customer Outage Data

Number of customers out of service
Number of uncorrected problems
Number of corrected problems (cumulative)

Estimated Time of Restoration

Resource Assessment (crews, materials)

Available
Needed

How and when the information will be provided

	Emergency Plan	EIP – Emergency Information Plan – 10% of customer off or State Wide event
Local, Government, Etc.	Phone/Fax	Phone/Fax
PUC	Fax	Fax
Upper Management/Communication	E-Mail Excel Attachment (graph)	Phone – e-mail initially Form – To go to web Rsr – c.lwp Excel Attachment as supplement to updates
Media	Phone	Phone Form – To go to web Psa – c.lwp
Customers	Phone	Phone
General Public	Call Center	Call Center

Emergency Response Plan – Notify by telephone the local Manager, Operations for the DOC (Chuck Lloyd) and the Director of Engineering (Kevin Sprague) and by E-mail each member of the System Management Group whenever the Emergency

Response Plan is activated

EIP – Notify by Telephone, and by e-mail, each member of the System Management Group, whenever the EIP is activated

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Management Restoration Status Reports will be issued by the Emergency Restoration Manager on a 4-6 hour basis as follows:

7:00, 11:00, 15:00, 19:00, 23:00, 3:00

Management Restoration Status Reports will be provided in a uniform format, accessible on the [REDACTED] drive under:

To Fill out the Restoration Status Report

1. [REDACTED]
2. [REDACTED]
3. [REDACTED]
4. [REDACTED]
5. [REDACTED]
6. [REDACTED]
7. [REDACTED]
8. [REDACTED]
9. Fill in the information
10. Go to File
11. Create Adobe PDF
12. Print via PDF Writer
13. OK
14. You will see the screen Save PDF File as
15. Under File Name block (on the left in that screen) you will see [REDACTED]
16. Click on this
17. OK
18. Yes you want to write over existing file
19. Do not fill out the info block
20. OK
21. Close the Restoration Status Report – you can save changes if you like
22. Now you need to put this out onto the [REDACTED]

To put on the Uninet

1. Open the Shortcut to eip
2. Select [REDACTED]
3. Open and do file save as and save to [REDACTED] (and name it for a history)
4. Close
5. Drop the [REDACTED] from the [REDACTED] and drop it into the [REDACTED] and write over existing [REDACTED]

To check to see if on the system

[REDACTED]
[REDACTED]
[REDACTED]
[REDACTED]

[REDACTED]
[REDACTED]
[REDACTED]

10.0 Accounting Procedures

Per the Accounting Department: for Major Storms ---

Issue two CWO's

1. One for Capital work – Take from T&D blanket. Current number series in use. (Open up model)
2. One for Expense work – Take from T&D blanket. Storm trouble expense number series. (Open up model)

11.0 ANNUAL PLAN ASSESSMENT

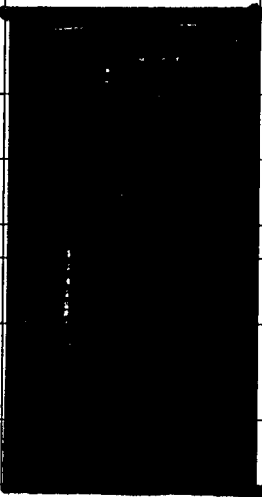
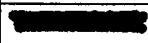






















On an annual basis, typically early Summer, the Operations Manager and the Operations Support Manager shall review the Emergency Restoration Plan and incorporate any "lessons learned" resulting from the prior year's actual usage of this Plan. The Operations Manager will be responsible for coordinating and recommending changes to the plan based on this review.

As part of this review process, the Operations Support Manager will solicit feedback from appropriate community officials. It is important to maintain an open and proactive line of communications between the Company and these local officials in the event of an emergency. The Plan shall include an up-to-date listing of the community specific:

Emergency contacts; name, phone number(s)

Other pertinent emergency communication or responsibility definitions

12.0 REFERENCE LISTS**12.1 Mutual Utility Aid**

Firm	Name	Bus Tel #	Home #	Pager	Fax
UES - Seacoast	S. Wade				
Granite State Elec.	Dick Holmes				
					
	Phil Cullin				
Bell Atlantic	George Belcher				
	Doug Bradley				
NH Co-OP	Henry Lynch				
	Ray Gosney				
PSNH	John Libby				

	Paul Ramsey				
	Kevin Cote				
PUC	Main Desk	271-2431			
	Office of Emergency preparedness	271-2231 ext. 50			
	Mike Cannata				

12.2 Line Contractors – Tree Contractors

Company	Contact Name	Tel #	Pager/Cellular
Bartlett Tree Experts		225-0404	
Utility Service Assistance	Tom Skeffington	603-625-4503 W H	(P) (C)
Utility Service Assistance	Roman Oliszcak	603-625-4503 W H	(P) (P) (C) (C)
Utility Service Assistance	Eugene Normand	H	(P) (C)
JCR Construction	Chris Reed	603-895-4062 W H	(C) RI (C)
JCR Construction	Joe Read (In R.I.)	603-895-4062 W H	(P) (C) RI
I.C. Reed	Brad Reed	603-895-2731 W H	
I.C. Reed	Carl Reed	H	
Able Crane	Cathy	603-424-9415	
Reed and Cole Crane	Jim Reed	603-226-6622 after hrs	
Daigle Crane		603-668-5253	
Hi Volt	George Plante		

12.3 Hotels/Motels – Restaurants

Name	Address	Tel #
Alans *	N. Main, Boscawen	753-6631
Barnstore *	Salisbury	648-2888
Beefside *	Manchester St, Concord	228-0208
CC Tomatoes *	Fisherville Rd, Penacook	753-4450
Chief's Place *	Village St, Penacook	753-9500
Circle Restaurant *	Epsom Traffic Circle	736-8169
Corner View *	80 ½ South St, Concord	229-4554
Dallas Pizza *	156 N. State St, Concord	226-4272
Egg Shell Restaurant *	Loudon	783-4060
Chili's	221 Loudon Rd, Concord	226-3830
Country Dining	30 Manchester St, Concord	225-0011
Domino's Pizza **	79 S. Main St, Concord	228-4222
Dunkin Donuts **	102 Fisherville Rd	228-2952
Dunkin Donuts **	101 Loudon Rd	225-9552
Dunkin Donuts **	121 South Main	224-2420
D'Angelo Sandwich Shop	121 South Main	225-4363
D'Angelo Sandwich Shop	126 Loudon Rd	224-5088
Friendly's Restaurant	147 Loudon Rd	224-8110
Friendly's Restaurant	203 N. Main St	224-2771
Mary's Family Restaurant *	728 Rt. 3A, Bow	
McDonald's	111 Fisherville Rd	226-2297
McDonald's	South Main	224-9819
McDonald's	115 Loudon Rd	228-8873
Ninety-Nine *	D'Amante Dr, Concord	224-7399
UNO's *	Ft Eddy Rd, Concord	226-8667
Windmill Family Restaurant*	Loudon Rd, Concord	225-0600
Shaw's Supermarket ***	Ft Eddy Rd	228-0770
Hannafords	Ft Eddy Rd	228-2060
Hampton Inn	515 South St	224-5322
Holiday Inn	172 North Main St	224-9534

* Company Charge

** Open until midnight

*** Open 24 hrs

12.4 Vehicle Maint companies and towing-Leased Eq. Companies

Company Name	Address	Contact Name	Tel #
D&V Towing Svc.	107 Old Turnpike Rd		225-5641

12.5 # Customer/Circuit

LOCATION	CIR/LINE	CIRCUIT KV	NUMBER OF CUST.
BRIDGE ST	1T1B	4.16	996
BRIDGE ST	1T2B	4.16	1381
BRIDGE ST	CIR. #11	4.16	532
BRIDGE ST	CIR. #12	4.16	385
BRIDGE ST	CIR. #12P	4.16	383
BRIDGE ST	CIR. #13	4.16	509
BRIDGE ST	CIR. #13P	4.16	509
BRIDGE ST	CIR. #14	4.16	226
BRIDGE ST	CIR. #15	4.16	311
BRIDGE ST	CIR. #16	4.16	487
BRIDGE ST	CIR. #17A	34.5	251
BRIDGE ST	CIR. #17P	34.5	893
W. CONCORD	CIR. #21	4.16	368
W. CONCORD	CIR. #22	4.16	787
W. CONCORD	CIR. #24	4.16	402
GULF ST	CIR. #31	4.16	481
GULF ST	CIR. #32	4.16	396
GULF ST	CIR. #33	4.16	532
PENACOOK	CIR. #43	13.8	555
PENACOOK	CIR. #44	13.8	1703
PENACOOK	CIR. #41	34.5	536
PENACOOK	CIR. #41A	34.5	200
PLEASANT ST	CIR. #61	4.16	
PLEASANT ST	CIR. #63	34.5	549
BOW JUNCTION	CIR. #73	13.8	1047
BOW JUNCTION	CIR. #71	34.5	102
BOW JUNCTION	CIR #73A	13.8	33
BOW JUNCTION	CIR #73B	13.8	33
BOW JUNCTION	CIR# 73C	13.8	33
BOW JUNCTION	CIR #73D	13.8	50
BOW JUNCTION	CIR #73E	13.8	50
BOW JUNCTION	CIR #73F	13.8	50
BOW JUNCTION	CIR #73G	13.8	178
BOW JUNCTION	CIR #73H	13.8	178
BOW JUNCTION	CIR #73I	13.8	177
BOW JUNCTION	CIR #73J	13.8	63

HOLLIS	CIR. #81	4.16	335
HOLLIS	CIR. #82	4.16	363
HOLLIS	CIR. #83	34.5	2250
HOLLIS	CIR. #83A 1P	13.8	54
HOLLIS	CIR. #83B 1P	13.8	57
HOLLIS	CIR. #83C 1P	13.8	27
HOLLIS	CIR. #83D 1P	13.8	102
HOLLIS	CIR. #83E 1P	13.8	12
HOLLIS	CIR. #83F 1P	13.8	63
HOLLIS	CIR. #83G 1P	13.8	60
HOLLIS	CIR. #83H 1P	13.8	70
HOLLIS	CIR. #83I 1P	13.8	70
HOLLIS	CIR. #83J 1P	13.8	70
HOLLIS	CIR. #83AA ph a	13.8	70
HOLLIS	CIR. #83AA ph b	13.8	70
HOLLIS	CIR. #83AA ph c	13.8	60
HOLLIS	CIR. #85	34.5	1208
HOLLIS	83 GB (ground bank)	34.5	1544

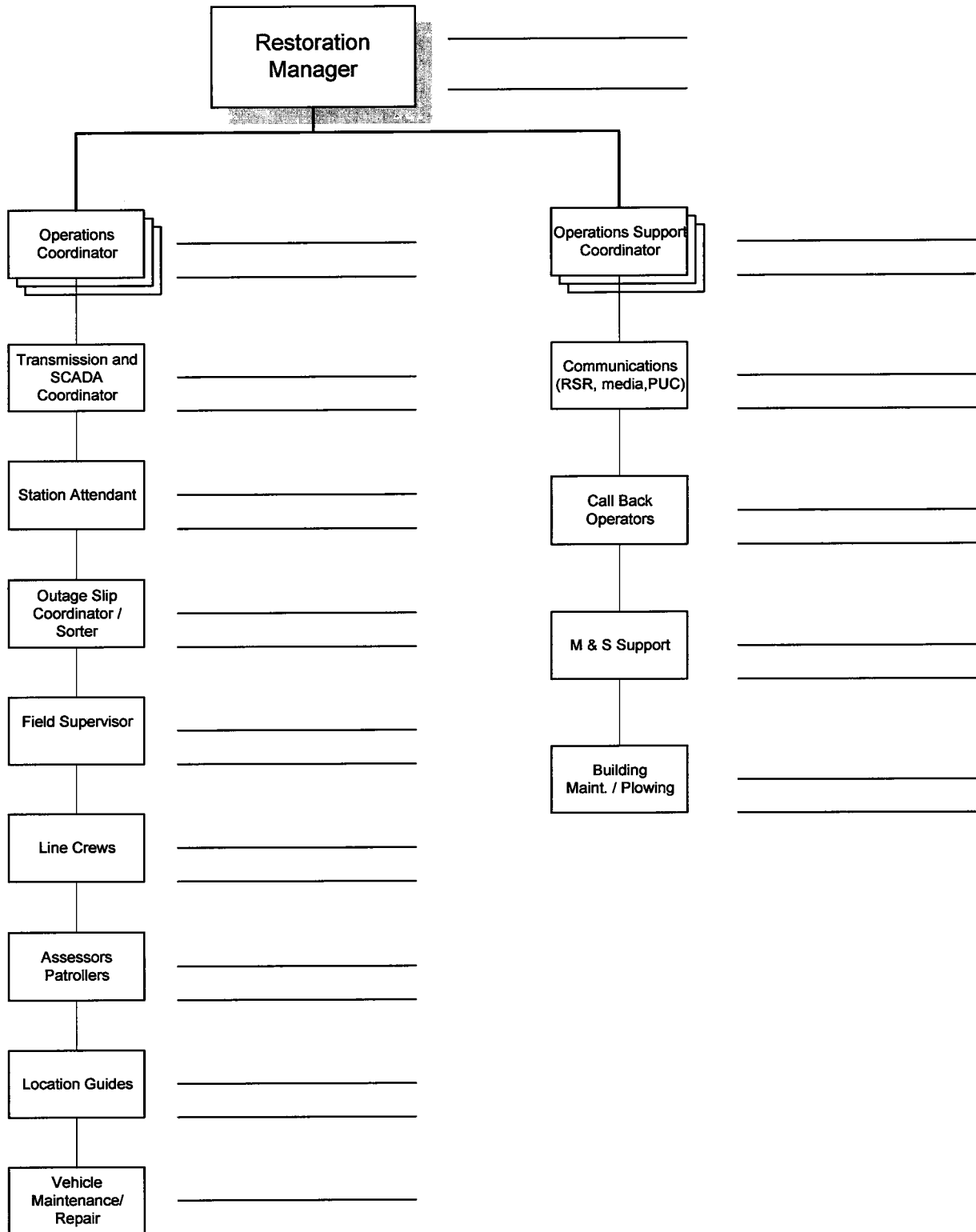
LOCATION	CIR/LINE	CIRCUIT KV	NUMBER OF CUST
BOSCAWEN	CIR. #131	13.8	374
CANTERBURY	CIR. #131A 1 PH	13.8	97
CANTERBURY	CIR. #131B 1 PH	13.8	87
CANTERBURY	CIR. #131C 1PH	13.8	87
CANTERBURY	CIR. #131D 1PH	13.8	87
BOSCAWEN	CIR. #132	13.8	821
SALISBURY	CIR. #132S PH A	13.8	124
SALISBURY	CIR. #132S PH B	13.8	124
SLAISBURY	CIR. #132S PH C	13.8	124
WEBSTER	CIR. #132W PH A	13.8	124
WEBSTER	CIR. #132W PH B	13.8	124
WEBSTER	CIR. #132W PH C	13.8	124
BOSCAWEN	CIR. #133	13.8	1014
BOSCAWEN	CIR. #133N	13.8	200
BOSCAWEN	CIR. #133S	13.8	600
BOSCAWEN	CIR. #134	34.5	-1
LANGDON ST	CIR. #141	4.16	85
LANGDON ST	CIR. #142	4.16	430
W. PORTSMOUTH	CIR. #151	13.8	809
W. PORTSMOUTH	CIR. #151A 1 PH	13.8	76
W. PORTSMOUTH	CIR. #151B 1 PH	13.8	86
W. PORTSMOUTH	CIR. #151C 1 PH	13.8	76
W. PORTSMOUTH	CIR. #151D 1 PH	13.8	101
W. PORTSMOUTH	CIR. #152	13.8	528
W. PORTSMOUTH	CIR. #153	4.16	10

TERRILL PARK	CIR. #161	4.16	458
TERRILL PARK	CIR. #162	4.16	
TERRILL PARK	CIR. #163	4.16	357
TERRILL PARK	CIR. #164	34.5	300
BOW BOG	CIR. #181	13.8	
BOW BOG	CIR. #182	13.8	1032
BOW BOG	CIR. #182A	13.8	100
BOW BOG	CIR. #182B	13.8	110
BOW BOG	CIR. #182C	13.8	110
STORRES ST	CIR. #211A	13.8	250
IRON WORKS RD	CIR. #221	13.8	572
IRON WORKS RD	CIR. #222	13.8	765
IRON WORKS RD	CIR. #223	13.8	1159
IRON WORKS RD	CIR. #223A	13.8	45
IRON WORKS RD	CIR. #223B	13.8	45
IRON WORKS RD	CIR. #223C	13.8	45
IRON WORKS RD	CIR. #223D	13.8	138
IRON WORKS RD	CIR. #223E	13.8	59
IRON WORKS RD	CIR. #223F	13.8	99
IRON WORKS RD	CIR. #223G	13.8	104
IRON WORKS RD	CIR. #223H	13.8	104
IRON WORKS RD	CIR. #223I	13.8	104
IRON WORKS RD	CIR. #223J	13.8	150
IRON WORKS RD	CIR. #223K	13.8	150
IRON WORKS RD	CIR. #223L	13.8	150
MONTGOMERY ST	CIR. #211A	13.8	
MONTGOMERY ST	CIR. #211P	13.8	891
MONTGOMERY ST	CIR. #211PA	13.8	867
HAZEN DR	CIR. #241	4.16	657
HAZEN DR	CIR. #242	4.16	618
HAZEN DR	CIR. #243	4.16	

LOCATION	CIR/LINE	CIRCUIT KV	NUMBER OF CUST
GARVINS FALLS	318	34.5	5649
GARVINS FALLS	374	34.5	5584
BRIDGE STREET	0374	34.5	
GARVINS FALLS	375	34.5	1125
BRIDGE STREET	0375	34.5	
GARVINS FALLS	396	34.5	1033
PENACOOK	3170	34.5	
BOW JUNCTION	33	34.5	2510
WEST CONCORD	033	34.5	838
BRIDGE STREET	34	34.5	2412
PENACOOK	034	34.5	
BRIDGE STREET	35	34.5	1452
PENACOOK	036	34.5	
PENACOOK	37	34.5	2250
TECH SCHOOL	38	34.5	75
HOLLIS	038	34.5	1374

13.0 Forms To Be Added

13.1 Work Shift Roster



Pre-storm planning checklist (Operations & Operations Support)

Activity/Duty	Responsibility	Name
Managers Meeting to review Emergency Restoration Plan and Pre-storm assignments	Restoration Manager	
Check status of transportation equipment	Veh-maint	
Check stock, chain saws, portable lights and equipment on trucks	Line Crew	
Check status of communication equipment	Station Attendant	
Prepare Emergency Operations Center	Ops- Coordinator	
Review source listings and status for contract line workers	Ops- Coordinator	
Review source listings and status for contract tree workers	Ops- Coordinator	
Review source listings heavy equipment and operators	Ops- Coordinator	
Review source listings and status for Utility mutual aid	Ops- Coordinator	
Inform employees of storm alert conditions and obtain alternate contact phone numbers	Ops & Ops Services-Coordinator	
Establish tentative schedule and assign location for personnel	Ops & Ops Services-Coordinator	
Check inventory and fuel supplies	M&S Support	
Check status of foul weather and protective clothing	M&S Support	
Food and expense money (petty cash)	M&S Support	
Check back up and portable generators, and UPS	Facility-Maint	
Review source listings and status for food, fuel and lodging	Ops Services-Coordinator	
Review source listing for Media contacts	Communications	
Review source listing for Towns and State contacts	Communications	

Assessor/patroller form

Town:					Storm Assessment Worksheet			
Road Name:					Crew #		Date:	
Substation:			Circuit:		Radio:			<u>Cellular/Bee</u> <u>Time/Comm</u>
<u>Pole #</u>	Limb on Wire	Tree on wire	Wire down	Broken Pole #	Cut out open	Recloser	Other	

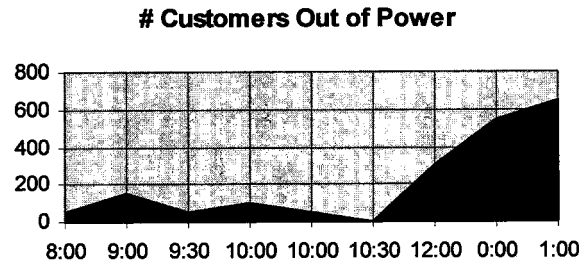
Outputs from Customer Outage Tracking Excel Model

Example of Input sheet for customer outage tracking

1	Date Off	10/28/97	Time Off	9:00	#Customers	100	Location	
	Date On	10/28/97	Time On	9:30	Town		Circuit #	
2	Date Off	10/28/97	Time Off	10:00	#Customers	50	Location	
	Date On	10/28/97	Time On	10:30	Town		Circuit #	
3	Date Off	10/28/97	Time Off	12:00	#Customers	300	Location	
	Date On		Time On		Town		Circuit #	
4	Date Off	10/28/97	Time Off	8:00	#Customers	50	Location	
	Date On	10/28/97	Time On	10:00	Town		Circuit #	
5	Date Off	10/29/97	Time Off	1:00	#Customers	100	Location	
	Date On		Time On		Town		Circuit #	
6	Date Off	10/29/97	Time Off	0:00	#Customers	250	Location	
	Date On		Time On		Town		Circuit #	

Record #	Date	Time	New Customers Out	Customers Restored	Total Customers Out
4	10/28/97	8:00	50		50
1	10/28/97	9:00	100		150
1	10/28/97	9:30		100	50
2	10/28/97	10:00	50		100
4	10/28/97	10:00		50	50
2	10/28/97	10:30		50	0
3	10/28/97	12:00	300		300
6	10/29/97	0:00	250		550
5	10/29/97	1:00	100		650

Example of Graph produced by above data.



Emergency Restoration Crew Check-off List

Unitil/Concord Electric Company Emergency Restoration Crew Check-off List

Crew Information

Co. Name	Contact:	Phone:
Crew Name #1:	Rating:	Home Ph.
Crew Name #2:	Rating:	Home Ph.
Crew Supv.	Phone #:	
Vehicle Type	Reg. #	Call #
Time/Date left home location:		

Vehicle Condition Checklist

Item	Condition:
Lights:	
Beacons:	
Traffic Cones:	
Overall Vehicle Condition:	New _____ Good _____ Poor _____
Comments:	

Safety and Protective Gear Checklist

	Yes	No		Yes	No
Hard Hat 1			Primary Voltage tester		
Hard Hat 2					
Safety Glasses 1			Working Grounds		
Safety Glasses 2					
Leather Gloves 1			Shotgun Sticks		
Leather Gloves 2					
Rubber Gloves 1			First Aid Kit		
Rubber Gloves 2					
Climbing Gear 1			Fire Extinguisher		
Climbing Gear 2					
Chain Saw Chaps 1			Voltmeter		
Chain Saw Chaps 2					

Tools and Equipment

	Yes	No		Yes	No
Chain saw w/break			Flashlights		
Axes			Rain Gear 1		
			Rain gear 2		

General Comments/Equipment and supplies issued:

Crew Person #1 _____

CECo Supervisor _____

Crew Person #2 _____

14.0 Phone #'s

14.1 Capital Employee Phone List

	Home	Cell	Pager
Lloyd, Chuck	[REDACTED]	[REDACTED]	[REDACTED]
Balch, Stan	[REDACTED]	[REDACTED]	[REDACTED]
Olivier, Dan	[REDACTED]	[REDACTED]	
Burke, Mike	[REDACTED]	[REDACTED]	
Chapman, Joe	[REDACTED]	[REDACTED]	
Kobs, Josh	[REDACTED]	[REDACTED]	
Landry, Joe	[REDACTED]	[REDACTED]	
Lepage, Ray	[REDACTED]	[REDACTED]	
Moreau, Derek	[REDACTED]	[REDACTED]	
Smith, George	[REDACTED]	[REDACTED]	
Stone, Don	[REDACTED]	[REDACTED]	
Streeter, Chad	[REDACTED]	[REDACTED]	
Yurek, Mike	[REDACTED]	[REDACTED]	
Boisvert, Ed	[REDACTED]	[REDACTED]	
McNeff, Bob	[REDACTED]	[REDACTED]	
Miller, Peter	[REDACTED]	[REDACTED]	
Lightfoot, Greg	[REDACTED]		
Mitchell, Aldora	[REDACTED]		
Abbott, Russ	[REDACTED]		
Fallon, Patricia	[REDACTED]		
Smith, Sue	[REDACTED]		
Shannon, Jon	[REDACTED]	[REDACTED]	